



## **U.S. Embassy, Manila, Philippines**

### **Message for U.S. Citizens: Temporary Suspension of Phone Inquiries for Citizenship Case Inquiries Effective January 11, 2016**

**January 5, 2016**

*THE EMBASSY OF THE UNITED STATES IS TRANSMITTING THE FOLLOWING INFORMATION  
THROUGH THE EMBASSY WARDEN SYSTEM AS A PUBLIC SERVICE TO AMERICAN CITIZENS IN THE  
PHILIPPINES. PLEASE DISSEMINATE THIS MESSAGE TO ALL U.S. CITIZENS IN YOUR  
ORGANIZATION OR NEIGHBORHOOD.*

Due to an increased demand for Consular Report of Birth Abroad (CRBA) applications, telephone inquiry hours for CRBA and Derivative U.S. Citizenship cases will be temporarily suspended effective January 11, 2016. This will allow our staff to conduct extended appointment hours, accommodating an increased number of CRBA appointments.

If you need assistance during this time, you may send an email to ACS at [ACSInfoManila@state.gov](mailto:ACSInfoManila@state.gov). Please add the words "CRBA" or "Consular Report of Birth Abroad" to the subject line of your email. Phone hours for passport inquiries will continue during this time and will not be affected.

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See the [State Department's travel website](#) for the [Worldwide Caution](#), Travel Warnings, Travel Alerts, and the [Philippines Country Specific Information](#).

Enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive security messages and make it easier to locate you in an emergency.

Contact the U.S. Embassy in Manila, Philippines, located at 1201 Roxas Boulevard, at +(63) (2) 301-2000, from 7:30 a.m. to 4:00 p.m. Monday through Friday. After-hours emergency number for U.S. citizens is +(63) (2) 301-2000.

Call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (except U.S. federal holidays).

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